



SELF MAINTAINER PROGRAM GUIDE

What is the HP Americas Self Maintainer Program?

Customers need choices in managing their IT environments. HP offers- the Self Maintainer Program as one choice for those customers who wish to maintain their own IT using HP products.

- HP's Self Maintainer program gives qualified customers the option to directly manage the warranty service of their HP assets.
- The program is a low cost solution that allows you to use your existing IT infrastructure and capabilities.
- The program allows participants to take advantage of HP's online systems for warranty repairs, use dedicated support, get discounts on non-warranty part purchases and even receive labor reimbursements if you qualify.

HP Advantages:

- No program participation fees!
- No annual tech re-certification required!
- Single system for warranty parts, reporting and auto claim closure.
- Dedicated Self Maintainer support teams!
- Certification by product; techs only take what they need!
- Enjoy simple performance metrics

How does the program work?

- Manage your warranty parts ordering and repairs through HP's Global Channel Services Network
- Receive warranty reimbursements for qualified repairs (*when authorized for Parts & Labor tier)
- Access transactional reporting capabilities to track your activity
- Purchase out-of-warranty parts at a discount when needed through HP Parts Store
- Access HP's dedicated Self Maintainer support teams, technical resources, Self Maintainer training and extensive resource guides designed to make the process easy

How to get started

- Visit the [Self Maintainer Website](#) for application information.
 - Upon submission, a representative will work directly with you to process the application and provide start up support





SELF MAINTAINER QUICKSTART GUIDE



The Americas Self Maintainer QuickStart Guide is designed to help you become an HP Self Maintainer. The following is a summary of the easy steps needed to apply, certify and begin using the program for your benefit.

1) Review and Evaluate: Visit the [Self Maintainer Website](#).

Here you will find:

- Additional Program Information/ Requirements
- Guide for the Self Maintainer Program
- Application Instructions
- Applications for both U.S. and Canada
- Terms and Conditions for both U.S and Canada

After you have submitted the application, a member of the HP Self Maintainer Support team will contact you.

Note 1: Once your application is submitted and the program qualifications are complete, you will receive notification of approval from our Self Maintainer Support team including your company's "Location ID" and instructions on how to register for training and certification. (Company must complete and e-mail certification test results before HP grants Channel Services Network (CSN) access for ordering parts.)

2) Train and Certify: A Self Maintainer must have a minimum of one Qualified HP Service Technician

- Once your company's "Location ID" is received from the Self Maintainer Support team, technicians should follow the documentation on how to complete the certification requirement.

3) Parts Ordering Access: Once at least one technician has taken the exam and provided passing test scores to the Self Maintainer Support team, your certification requirement is complete. Within approximately 1 business day, the primary contact you designated in the Self Maintainer Application will receive an Authorization Letter. The Authorization Letter will include important information, including:

- Your unique Self Maintainer company ID#s (CRS ID: Location ID)
- Channel Services Network (CSN) and HP Parts Store login information for your company's Administrator. (This person grants CSN and HP Parts Store access rights to the appropriate individuals within your company who will be utilizing these systems.)
- Instructions on how to access vital getting started information to assist you with setting up your new Self Maintainer Program

4) Self Maintainer Program Training:

After receiving parts ordering access, your company is able to view the training material available within CSN.

5) Resources:

To check the status of a submitted application or for other program related questions, you may e-mail selfmaintainersupport@hp.com or contact Self Maintainer Support via telephone at 1.800.544.9976, Then Speak "Self Maintainer."